Brock Student Life and Community Experience

Position title
Administration and Customer Service Assistant

Student Life and Community Experience vision
Brock's Student Life and Community Experience department offers programs and services that promote student success through community engagement, leadership development, service-learning and volunteerism. We work strategically alongside community partners (on and off-campus) to develop socially-responsible individuals who strive to enhance the Brock and Niagara experience.

At the core of our department are its people. We thrive on student-driven innovation and on collaborative teamwork between our student leaders and the professional management team.

Position summary
This student position will provide assistance with administrative functions for Student Life & Community Experience events, programs and initiatives, as well as on-going administrative tasks (basic finance forms, scheduling, etc.). The administration and Customer Service Assistant will focus on the functionality of the Service-Learning Resource Centre, a service for students, faculty and community partners looking to get involved in service-learning programs, including academic courses with service-learning components. This role will ensure customer service is taking place at an exceptional level, resources are in place to answer questions well, and that customer service is provided in a consistent manner among those in the Service-Learning Resource Centre and with the greater Student Life & Community Experience team when necessary.

Organizational structure: The Administration and Customer Service Assistant is responsible to the Student Life Management Team, with support from the Customer Service Coordinator.

Duties and responsibilities

1. **Customer service**
   a) Greet visitors, listen to their needs and refer them to the appropriate resources and information; encourage others working in the Service-Learning Resource Centre are doing this consistently.
   b) Manage incoming Student Life and Community Experience and/or Service-Learning Resource Centre mail, prepare and process outgoing mail; forward mail and consult with appropriate people as needed.
   c) Answer phones; provide exceptional customer service, forwarding questions or messages as appropriate.
   d) Observe administrative and customer service practices; suggest ways to innovate and improve.

2. **Team support**
   a) Coordinate the scheduling of shifts during each semester, as well as the exam period.
   b) Provide support to programs and events taking place from September-April (i.e. ExperienceBU, Get Involved BU blog, knowfire.ca, Orientation Week events, Homecoming events, Brock Student Leadership Summit, Random Acts of Kindness Day, Brock Cares Day of Service, Alternative Reading Week, etc.).
   c) Work with additional student staff in various portfolios to create well-rounded events and opportunities (i.e. the Marketing team to promote upcoming outreach initiatives, the Community Outreach & Service-Learning team to ensure participants achieve learning outcomes, the Event team to ensure logistics are well coordinated, the Campus Partnerships team to manage strategic partnerships, participants and volunteers for events, etc.).

3. **Administration**
   a) Update and maintain procedural administrative manuals and tools.
   b) Assist with basic finance tasks for all Student Life and Community Experience staff.

c) Monitor and maintain inventory and office supplies; place any orders as needed.
d) Manage various databases and lists (i.e. volunteer contact information, account numbers, staff information, Service-Learning Resource Centre traffic, etc.)
e) Participate in weekly team meetings with area team (Community Connections).
f) Meet with portfolio team as needed (i.e. Customer Service team during monthly staff training).
g) Additional programming/project requirements as assigned.

Requirements

- Maintain an academic standing of 65%
- Complete necessary documents for the Experience Works program (employment is not contingent on a student being Experience Works qualified)
- Exceptional customer service skills
- Positive and enthusiastic attitude
- Ability to work independently and as part of a team
- Strong organization and coordination skills
- Demonstrated communication and presentation skills
- Creative-thinking

Restrictions

- Must be a current Brock student
- Must be able to legally work in Canada

Training provided

- 2 days of cutting-edge skills-development and knowledge building in the areas of: customer service, project management, community animation, relationship-building, conflict transformation, communication, collaboration and group process
- Monthly training and reflection to help digest and deepen your learning

Term of appointment

End of August/beginning of September 2014 - April 2015

Remuneration

$11.00 per hour

Additional benefits

- Student Leadership & Innovation Commons (SLIC) membership which includes 24/7 access to the workspace, network of student leaders and other supportive resources
- Access to social networks, lots of cool people and ideas
- A chance to work on special projects that catalyze the extraordinary potential of our dynamic Brock community
- $50.00 towards any Foundations in Leadership Practicum Series level (Bronze, Silver, Gold or Platinum)
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*** Please Note: There will be a mandatory training program prior to employment start date. ***